

I have seen a decrease in VRS quality and availability.
I need VRS to be able to have full telecommunication access at home and at work.
Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS.

I am a professional fundraiser at Gallaudet University in Washington, DC. I have many hearing donor prospects.
Before VRS came to the market, I used telecommunication relay service to call hearing donors.
The TRS has always been difficult for hearing donors because of long pause between their spoken words and my typed words.
Sometimes hearing donors can become frustrated but at the same time trying to be passionate about the Gallaudet mission.

Since VRS came to the market, I have used it exclusively to communicate with hearing donors and I have seen many great positive results in my fundraising efforts.
VRS definitely has positive effects on my performance as a professional fundraiser.

At home, my deaf wife and I love using VRS to call our family members who also LOVE VRS. They keep telling us how much they really enjoy the convenience of the VRS.

We dread the day when we have to go back to TRS, the old and clumsy communication technology. Please ensure that reimbursement rate to VRS provider is adequate to help promote research and development of better communication technology.

Simply put, the VRS is the greatest communication technology ever developed in the deaf history! We shouldn't stop there. We should continue to explore better technical alternatives to VRS in the future.

Thank you for your considering my request.

James L. Johnson
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